

### **Overview of Monthly Activity**

*The Bureau received 127 (68 were received electronically) complaints during the month of March 2015.*

*127 (65 electronic) complaints were closed*

*1 required more information to proceed with an investigation*

*3 were closed due to lack of Bureau jurisdiction*

*33 were dismissed for no violation*

*22 were referred back to the DOC*

*67 complaints were investigated*

*5 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)*

*15 (13 electronic) complaints were substantiated (see below)*

*47 were unsubstantiated due to no violation of policy and/or procedure existing*

*13 complaints remain open (1 from December; 2 from February, and 10 from March)*

*The Bureau also corresponded with another 142 offenders who submitted complaints electronically*

### **Substantiated Complaints & Recommendations to IDOC for Resolution**

#### **1. Heritage Trail Correctional Facility**

<b>Complaint Type</b>	Classification
<b>Complaint Summary</b>	The offender complained that he had completed his Substance Abuse time cut, but it had not been processed. When it is processed, his release date would be quickly approaching.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Randy Short, Director of Classification

**Outcome** The time cut was applied and the offender's release date was updated.

**Follow-up** No follow-up necessary as the offender has been released.

### **2. Miami Correctional Facility**

**Complaint Type** Medical

**Complaint Summary** The offender complained that he has an eye condition that causes his eyes to be sensitive to light. He believes that he should be able to block the sun from his cell because of it.

**Basis for Claim** Healthcare Services Directive 2.05 Vision Screening

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** Healthcare reviewed the matter and determined that the offender was in need of an eye exam in order to address ordering tinted glasses for him.

**Follow-up** Follow-up in 30 days to ensure he has seen the eye doctor and receives glasses.

### **3. Miami Correctional Facility**

**Complaint Type** Medical

**Complaint Summary** The offender complains that he's submitted a request to be seen for further care for the pain in his back and leg.

**Basis for Claim** Healthcare Services Directive 2.04 Access to Care or 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was seen, evaluated, and treated further.

**Follow-up** No follow-up necessary as the offender has received further care.

### **4. New Castle Correctional Facility**

<b>Complaint Type</b>	Classification – time cut
<b>Complaint Summary</b>	The offender complained that he should be receiving a time cut for completing the PLUS Program and his Associate’s Degree.
<b>Basis for Claim</b>	01-04-101Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Randy Short, Director of Adult Classification.
<b>Outcome</b>	The offender received a 365 day time cut for his Associate’s Degree and his PLUS Program time cut is pending.
<b>Follow-up</b>	No follow-up necessary.

### **5. New Castle Correctional Facility**

<b>Complaint Type</b>	Dental
<b>Complaint Summary</b>	The offender complained that he is having pain in his mouth and needs to be seen.
<b>Basis for Claim</b>	Dental Services Manual
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was seen and treated.
<b>Follow-up</b>	No follow-up necessary.

### **6. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that the facility is out of Healthcare Request Forms.
<b>Basis for Claim</b>	Healthcare Services Directive 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.

<b>Outcome</b>	The forms were ordered and Mike Smith, Contract Monitor, provided forms to the facility in the meantime.
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<b>Follow-up</b>	No follow-up necessary, as the facility has received the forms.
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### **7. Pendleton Correctional Facility**

<b>Complaint Type</b>	Medical Care
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<b>Complaint Summary</b>	The offender complains that he was assaulted and afterwards he did not receive medical care to treat his injuries.
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<b>Basis for Claim</b>	Healthcare Services Directive 2.04 Access to Care
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<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
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<b>Outcome</b>	The offender was seen and his injuries were treated further.
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<b>Follow-up</b>	No follow-up necessary, as the offender has received the medical care needed.
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### **8. Plainfield Correctional Facility**

<b>Complaint Type</b>	Medical Care
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<b>Complaint Summary</b>	The offender complained that he is in need of hydrocortisone cream. Medical has told him to purchase it from commissary, but it is not available for purchase from commissary where he is located.
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<b>Basis for Claim</b>	Healthcare Services Directive 2.04 Access to Care
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<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director and Assistant Supt. Keith Hartzell at the facility.
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<b>Outcome</b>	The offender has been provided with hydrocortisone cream and it is now available for purchase.
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<b>Follow-up</b>	No follow-up necessary, as the offender has received the hydrocortisone.
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### **9. Putnamville Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he was prescribed medication by the Ophthalmologist, but had never received it.
<b>Basis for Claim</b>	Healthcare Services Directive 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender received the medication and the facility devised a new action plan that will resolve the issue.
<b>Follow-up</b>	No follow-up necessary, as the offender has received the medication.

### **10. Putnamville Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he's having knee pain.
<b>Basis for Claim</b>	Healthcare Services Directive 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The medical provider provided him with the needed physical exam.
<b>Follow-up</b>	No follow-up necessary, as the offender has been seen and treated.

### **11. Putnamville Correctional Facility**

<b>Complaint Type</b>	Visitation
<b>Complaint Summary</b>	The offender complained that his video visits were wrongly suspended for a year.
<b>Basis for Claim</b>	Offender Correspondence 02-01-103
<b>Investigative Summary</b>	The Bureau contacted Superintendent Knight at the facility.

**Outcome** The offender had not previously been placed on a restriction, thus policy dictates a three month suspension.

**Follow-up** No follow-up necessary, as the information has been updated.

## 12. Wabash Valley Correctional Facility

**Complaint Type** Dental

**Complaint Summary** The offender complains that he takes Coumadin and received dental care without being taken off of it and experienced excessive bleeding due to not being taken off of the Coumadin.

**Basis for Claim** Dental Services Manual

**Investigative Summary** The Bureau contacted Monica Gipson, Health Services Director.

**Outcome** The Dentist and staff were counseled as to proper protocol.

**Follow-up** No follow-up necessary, as the Dentist has been counseled and improvements have been implemented.

## 13. Westville Correctional Facility

**Complaint Type** Dental

**Complaint Summary** The offender complained that he's been complaining since August 2014 about a tooth that needs extracted. He filed a grievance in December, but as of February 23, he still had not had the tooth extracted.

**Basis for Claim** Dental Services Manual

**Investigative Summary** The Bureau contacted Monica Gipson, Health Services Director.

**Outcome** The offender had the tooth extracted and the facility reviewed its procedures to ensure this wouldn't occur again.

**Follow-up** No follow-up necessary, as the offender's tooth has been extracted and the revised procedures have been implemented.

### **14. Westville Correctional Facility**

**Complaint Type** Food

**Complaint Summary** The offenders complained that they had been on lockdown for nine days without a hot meal.

**Basis for Claim** Lockdowns (confidential) 02-03-109

**Investigative Summary** The Bureau contacted Mark Sevier, Superintendent and John Schilling, Director of Contract Compliance.

**Outcome** The offenders were served a hot meal.

**Follow-up** No follow-up necessary, as the meal was served and the lockdown has now been lifted.

### **15. Westville Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he has submitted a request to be seen for a condition in his foot which causes it to collapse and was seen, but is in need of follow-up care.

**Basis for Claim** Healthcare Service Directive 1.05 Offsite Medical Referrals

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was scheduled for and received follow-up treatment.

**Follow-up** No follow-up necessary, as the offender has received the treatment.

### **Assists**

#### **1. Miami Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he has been waiting at least two weeks for treatment on his broken collarbone and dislocated shoulder.
<b>Basis for Claim</b>	Healthcare Service Directive 1.05 Offsite Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was scheduled further for surgery.
<b>Follow-up</b>	Follow-up to ensure offender receives surgery.

## 2. Miami Correctional Facility

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he's submitted three healthcare request forms, but has not been seen for pain that he's having in his knee.
<b>Basis for Claim</b>	Healthcare Service Directive 2.29 Orthoses, Protheses, and other Aids to Impairment
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was scheduled further for surgery.
<b>Follow-up</b>	Follow-up to ensure offender receives surgery.

## 3. New Castle Correctional Facility

<b>Complaint Type</b>	Classification
<b>Complaint Summary</b>	The offender complained that his sentence was modified by the court so his classification should have been updated, but it had not been applied, which is affecting his enrolling into further programming.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification



<b>Investigative Summary</b>	The Bureau contacted Randy Short, Director of Classification
<b>Outcome</b>	The offender's conviction was updated to reflect the modification by the court.
<b>Follow-up</b>	No follow-up necessary as his sentence was updated and his classification reviewed.

#### **4. Westville Correctional Facility**

<b>Complaint Type</b>	Classification – Time Cut
<b>Complaint Summary</b>	The offender complained that he had completed the PLUS Program in 2010, but had not received the time cut.
<b>Basis for Claim</b>	Executive Directive #10-38 Credit Time
<b>Investigative Summary</b>	The Bureau contacted Randy Short, Director of Classification
<b>Outcome</b>	The offender was given a time cut for completion of the PLUS Program.
<b>Follow-up</b>	No follow-up necessary as the time cut has been applied and his release date has been updated to reflect this.

#### **5. Westville Correctional Facility**

<b>Complaint Type</b>	Personal Property
<b>Complaint Summary</b>	The offender complained that he has no soap, shampoo, detergent or anything because he has not received his trust fund money yet after being transferred.
<b>Basis for Claim</b>	Offender Trust Fund Accounts 04-01-104
<b>Investigative Summary</b>	The Bureau contacted Dave Leonard, Administrative Assistant at the facility.
<b>Outcome</b>	The offender was given an indigent kit and the money was being sent.
<b>Follow-up</b>	No follow-up necessary, the money was received and the offender was given an indigent kit.

**Follow-up from Previous Months**

**Putnamville Correctional Facility - Classification**

**Synopsis:** The offender complained that a warrant is wrongly entered in the system that is affecting his release date and eligibility for programming. The warrant was taken out and his classification was being reviewed further.

**30 – Day Review:** The offender’s classification has been updated.